



UNIVERSITY OF  
SAN FRANCISCO

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Office of Assessment  
and Accreditation Support

# Spring 2024 Follow-up Surveys to the Fall 2023 NSSS

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## General Information About the Surveys

### PURPOSE

In Fall 2023, all new first-year and transfer students were invited to participate in the New Student Success Survey (NSSS), which gathers information about academic behaviors, institutional commitment, and barriers to success for new first-year and transfer students. The NSSS was not anonymous, which allowed the Center for Academic and Student Achievement (CASA) to provide timely, meaningful resources and interventions early in the first semester.

442 participants of the NSSS who returned in Spring 2024 initially indicated on the NSSS that they either planned not to return in Spring 2024, planned not to return in Fall 2024, or planned to transfer or otherwise stop attending USF. As a means to better understand whether these students still intend to leave USF and to determine how USF can better support these students, CASA, in collaboration with the Center for Institutional Planning and Effectiveness (CIPE) and the Office of Assessment & Accreditation Support (OAAS), created a follow-up survey specifically for this population of students.

Additionally, a short follow-up survey was created to help USF gain an understanding of how best USF can support students who did not initially take the NSSS in the fall.

### ORIGINATORS

CASA

### DATA COLLECTION

#### Responded Yes or Maybe Leaving on NSSS

**Survey Population:** 259 first-time freshman and transfer students

**Instrument:** Qualtrics

**Period:** February 12, 2024 – February 26, 2024

**Response Rate:** 33% (86 respondents)

#### Did Not Respond to NSSS

**Survey Population:** 147 first-time freshman and transfer students

**Instrument:** Qualtrics

**Period:** February 12, 2024 – February 26, 2024

**Response Rate:** 12% (18 respondents)

## Key Findings

### THOSE WHO INDICATED ON THE NSSS THEY PLANNED TO LEAVE USF

- 44% ( $n = 38$ ) of those who indicated on the NSSS that they either planned not to return in Spring 2024, planned not to return in Fall 2024, or planned to transfer or otherwise stop attending USF, are now not sure if they still plan on leaving USF.
- The top three reasons why participants would leave USF are: USF is too expensive (79%,  $n = 46$ ), the food prices at the Café are too high (52%,  $n = 30$ ), and I don't feel connected to USF (41%,  $n = 24$ ).
- The highest percentage (58%,  $n = 26$ ) of those who indicated they would leave USF because it is too expensive further indicated that the gap between what their scholarships, loans, and grants pay versus what they pay out-of-pocket is a financial difficulty.
- Of those who indicated that one of the reasons they would leave USF is because they want a different location the highest percentage (56%,  $n = 9$ ) indicated that this is because the cost of living in San Francisco is too high.
- Of those who indicated in the fall that they were not finding value in the cost of USF, 75% ( $n = 15$ ) still feel that way.

### THOSE WHO DID NOT RESPOND TO THE NSSS

- The highest percentage of participants 64% ( $n = 7$ ) do not plan to stop attending USF in the future.
- Of those who are planning to stop attending USF in the future or who are not sure if they will stop attending, the highest percentage (75%,  $n = 3$ ) would leave USF because they want a different location and because USF is too expensive.
- 44% ( $n = 8$ ) of participants feel they belong at USF.
- 55% ( $n = 6$ ) of participants indicated that they are active with classmates outside of class.
- Of students living off-campus who feel they don't belong or only kind of feel they belong, the highest percentage (63%,  $n = 5$ ) indicated more events/activities and resources specifically for students living off-campus would help them feel they belong at USF.
- Of transfer students who feel they don't belong or only kind of feel they belong, the highest percentage (40%,  $n = 2$ ) indicated more events/activities and resources specifically for transfer students would help them feel they belong at USF.
- 44% ( $n = 5$ ) of participants work off-campus. Of those who work off-campus, 60% ( $n = 3$ ) indicated working off-campus has or maybe has impacted their ability to make connections at USF.
- 55% ( $n = 6$ ) indicated they have found a friend group at USF they feel comfortable with.

## Recommendations/Ideas from CASA Staff

Based on the finding of the surveys, CASA has identified, for further review by the Student Success Retention and Equity Task Force, the following recommendations to help support the needs of students:

1. Bigger student section at all USF sporting events
2. Encourage more school spirit by creating more pep rallies (during orientation, at events, etc.)
3. More marketing for financial aid estimate tool
4. More marketing for Bon App "fun" things such as meal deals, etc.
5. Food trucks on campus regularly
6. Plan more weekend events
7. Make improvements to residence halls
8. More marketing of lounge spaces for commuter students
9. Building "class" communities (by year) or a major event that is a "rite of passage" at USF

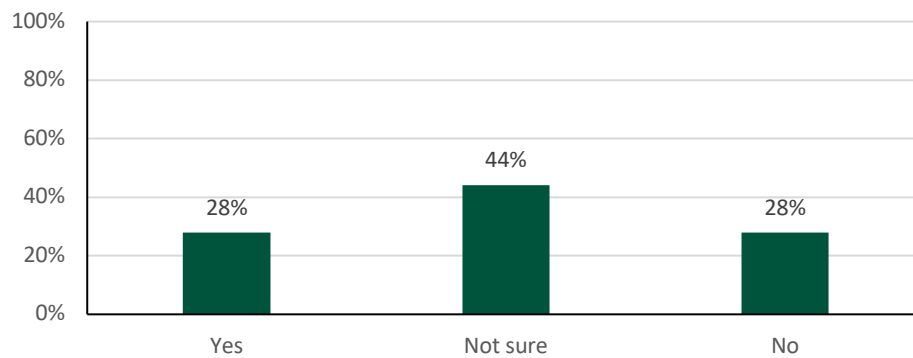
## Indicated on NSSS They Intend to Leave USF

### FUTURE INTENTIONS

Participants indicated if they still intend to stop attending USF in the future using the following response options: *Yes*, *No*; and *Not sure*.

- The highest proportion (44%,  $n = 38$ ) were not sure.

The following figure details the proportion of participants who selected each response option.

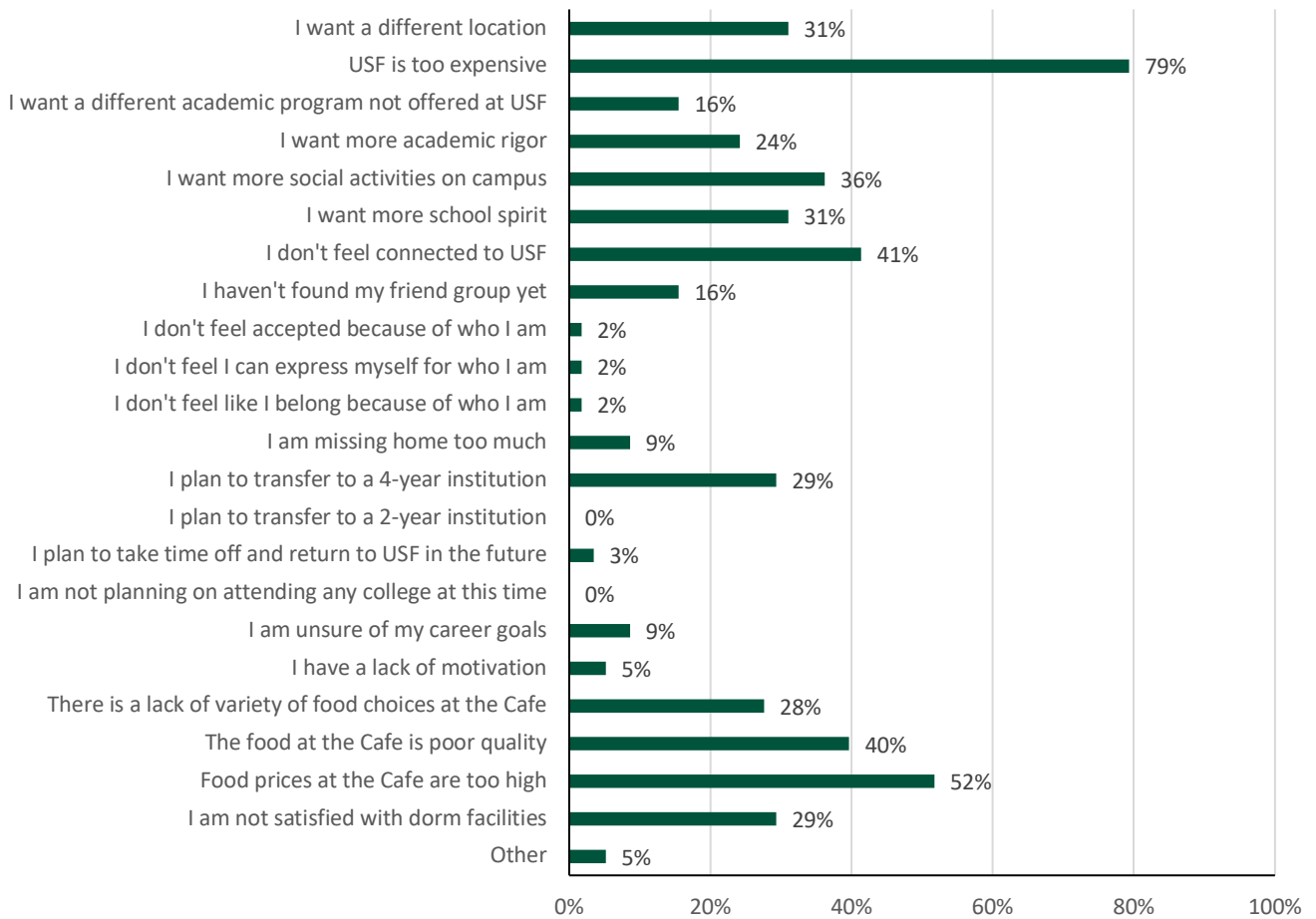


### Reasons for Leaving USF

Those who responded “yes” or “not sure” were asked to indicate the reasons why they would leave USF using the following responses options: *I want a different location; USF is too expensive; I want a different academic program; I want more academic rigor; I want more social activities on campus; I want more school spirit; I don't feel connected to USF; I haven't found my friend group yet; I don't feel accepted because of who I am; I don't feel I can express myself for who I am; I don't feel like I belong because of who I am; I am missing home too much; I plan to transfer to a 4-year institution; I plan to transfer to a 2-year institution; I plan to take time off and return to USF in the future; I am not planning on attending any college or university at this time; I am unsure of my career goals; I have a lack of motivation; There is a lack of variety of food choices at the café; The food at the café is poor quality; Food prices at the cafe are too high; I am not satisfied with dorm facilities; and Other.* Participants could select all that apply.

- The highest percentage (79%,  $n = 46$ ) indicated that one of the reasons they would leave USF is because USF is too expensive.

The following figure details the percentage of participants who selected each response option.

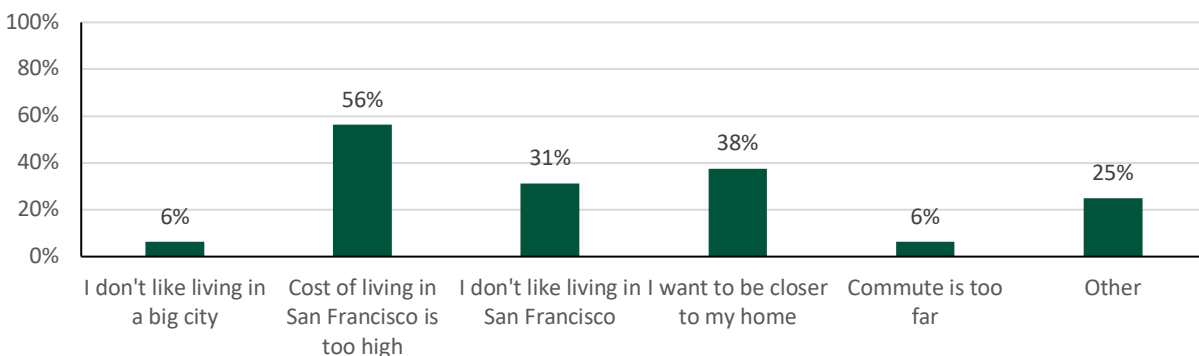


### Different Location

Those who indicated they wanted a different location were asked to indicate why they want a different location using the following response options: *I don't like living in a big city*; *Cost of living in San Francisco is too high*; *I don't like living in San Francisco*; *I want to be closer to my home*; *Commute is too far*; and *Other*. Participants could select all that apply.

- The highest percentage (56%,  $n = 9$ ) indicated that one of the reasons they want a different location is because the cost of living in San Francisco is too high.

The following figure details the percentage of participants who selected each response option.

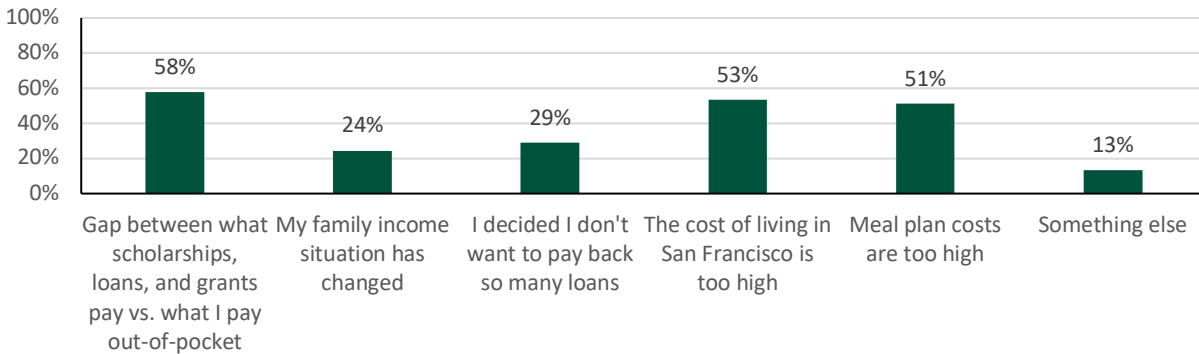


### Financial Difficulties

Participants who indicated that they would leave USF because USF is too expensive were asked to indicate if financial issues are a concern, what specifically is difficult using the following response options: *Gap between what scholarships, loans, and grants pay vs. what I pay out-of-pocket; My family income situation has changed; I decided I don't want to pay back so many loans; The cost of living in San Francisco is too high; Meal plan costs are too high; and Something else.* Participants could select all that apply.

- The highest percentage (58%,  $n = 26$ ) indicated that the gap between what their scholarships, loans, and grants pay vs. what they pay out-of-pocket is a financial difficulty.

The following figure details the percentage of participants who selected each response option



Those who indicated that the gap between what their scholarships, loans, and grants pay vs. what they pay out-of-pocket is a financial difficulty were asked if they had contacted the financial aid office.

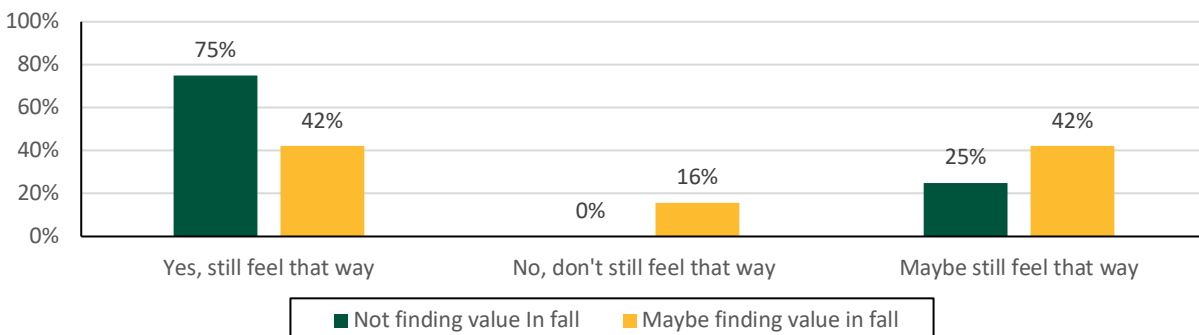
- 35% ( $n = 9$ ) had contacted the financial aid office to discuss their concerns and 65% ( $n = 17$ ) had not.

### FINDING VALUE IN THE COST OF USF

Participants who indicated in the fall that they were not finding value in the cost of USF or were only maybe finding value in the cost of USF, were asked to indicate if they still feel that way using the following response options: *Yes, No, and Maybe.*

- Of those who indicated in the fall that they were not finding value in the cost of USF, the highest proportion (75%,  $n = 15$ ) still feel they are not finding value in the cost of USF.
- Of those who indicated in the fall that they were maybe finding value in the cost of USF, 84% ( $n = 32$ ) either feel the same way or maybe feel the same way as they did in the fall.

The following figure details the proportion of participants who still feel as they did in the fall, no longer feel as they did in the fall or are unsure if they feel the same as they did in the fall, disaggregated by those who indicated they were not finding value in the cost of USF in the fall and those who were only maybe finding value in the cost of USF in the fall.



## Did Not Respond to the NSSS

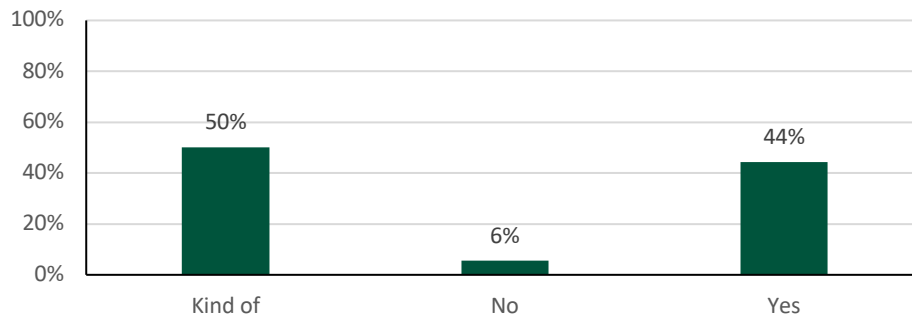
### SENSE OF BELONGING & ENGAGEMENT

#### Sense of Belonging

Participants indicated whether or not they feel like they belong at USF using the following response options: *Yes*; *No*; and *Kind of*.

- The highest proportion (50%,  $n = 9$ ) indicated that they kind of feel like they belong at USF.

The following figure details the proportion of participants who selected each response option.



#### What Would Help Them Feel Like They Belong

Participants who indicated that they do not feel they belong at USF or only kind of feel like they belong at USF indicated what would help them feel they belong at USF using the following response options: *More events/activities specifically for students living off campus* (option available only to students living off-campus); *More resources for off-campus students* (option available only to students living off-campus); *A central location on-campus for students who live off-campus to gather* (option available only to students living off-campus); *More events/activities specifically for transfer students* (option available only to transfer students); *More resources for transfer students* (option available only to transfer students); *More events/activities specifically for first-year students* (option available only to first-year students); *More diversity/cultural events* (option available to all participants), and *Other* (option available to all participants). Participants could select all that apply.

- Of the 8 participants living off-campus who indicated they do not feel they belong at USF or only kind of feel they belong at USF, 63% ( $n = 5$ ) indicated more events/activities specifically for students living off-campus would help them feel they belong at USF, 63% ( $n = 5$ ) indicated more resources for students who live off-campus, and 38% ( $n = 3$ ) indicated a central location on-campus for students who live off-campus to gather.
- Of the 5 transfer student participants who indicated they do not feel they belong at USF or only kind of feel they belong at USF, 40% ( $n = 2$ ) indicated more events/activities specifically for transfer students and more resources for transfer students would help them feel they belong at USF.
- Of the 5 first-year student participants who indicated they do not feel they belong at USF or only kind of feel they belong at USF, 60% ( $n = 3$ ) indicated more events/activities specifically for first-year students would help them feel they belong at USF.
- Of the 10 participants who indicated they do not feel they belong at USF or only kind of feel they belong at USF, 40% ( $n = 4$ ) indicated more diversity/cultural events would help them feel they belong at USF and 0% selected *Other*.

#### Engagement

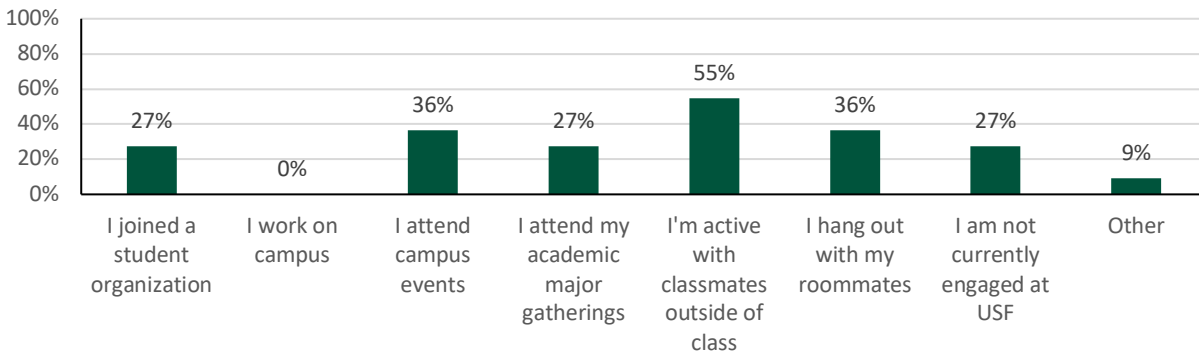
Participants indicated how they are engaged at USF using the following response options: *I joined a student organization*; *I work on campus*; *I attend campus events*; *I attend my academic major gatherings*; *I'm active with*



classmates outside of class; I hang out with my roommates; I am not currently engaged at USF; and Other. Participants could select all that apply.

- The highest percentage of participants (55%,  $n = 6$ ) indicated they are active with classmates outside of class.

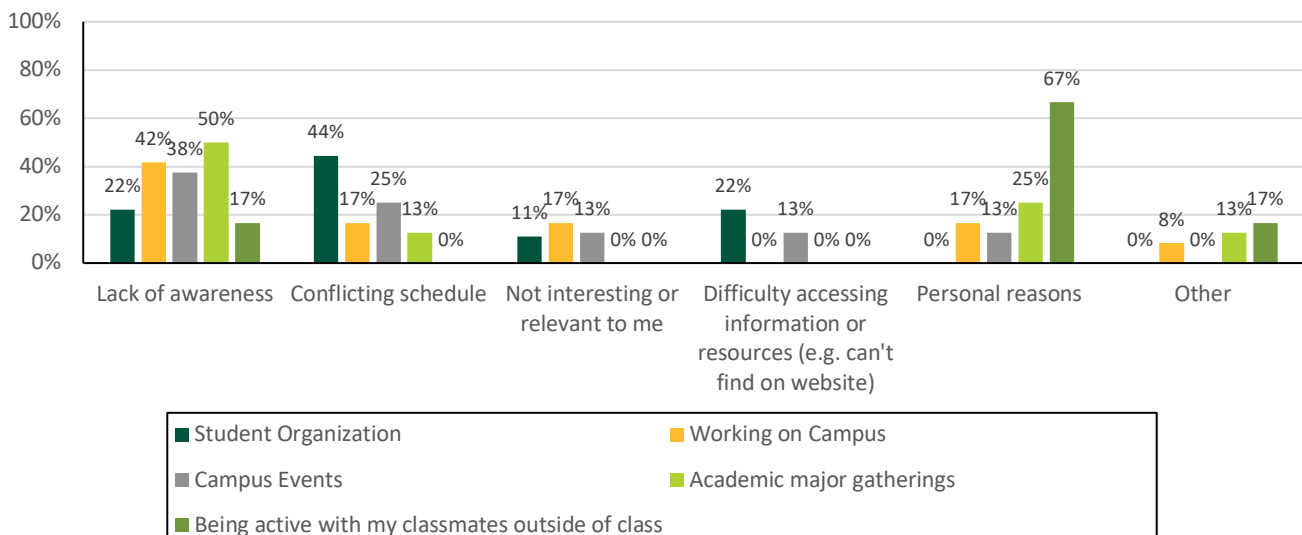
The following figure details the percentage of participants who selected each response option.



Participants who indicated they have not joined a student organization; do not work on campus; have not attended campus events and/or academic major gatherings; are not active with classmates outside of class; and/or are not currently engaged at USF were asked what reason, if any, has influenced their decision not to participate using the following response options: *Lack of awareness*; *Conflicting schedule*; *Not interesting or relevant to me*; *Difficulty accessing information or resources (e.g. can't find on website)*; *Personal reasons*; and *Other*.

- Of the 9 participants who did not indicate they joined a student organization, the highest proportion indicated they did not join because of a conflicting schedule (44%,  $n = 4$ ).
- Of the 12 participants who did not indicate they work on campus, the highest proportion indicated they did not work on campus due to a lack of awareness (42%,  $n = 5$ ).
- Of the 8 participants who did not indicate they have attended campus events, the highest proportion indicated they did not attend due to a lack of awareness (38%,  $n = 3$ ).
- Of the 8 participants who did not indicate they have attended academic major gatherings, the highest proportion indicated they have not attended because lack of awareness (50%,  $n = 4$ ).
- Of the 6 participants who did not indicate they have been active with classmates outside of class, the highest proportion indicated they have not been due to personal reasons (67%,  $n = 4$ ).

The following figure details the proportion of participants who selected each response option.



## CONNECTION

### Work

Participants indicated whether or not they work off-campus. Those who indicated they work off-campus were then asked to indicate whether or not working off-campus has impacted their ability to make connections at USF using the following response options: *Yes*; *No*; and *Maybe*.

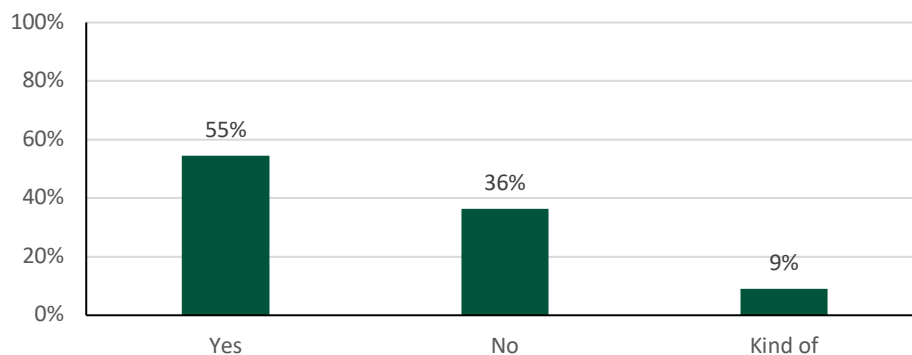
- 45% ( $n = 5$ ) of participants indicated they work off-campus and 55% ( $n = 6$ ) indicated they do not work off-campus.
- Of those who indicated they work off-campus, 40% ( $n = 2$ ) indicated it has impacted their ability to make connections at USF, 20% ( $n = 1$ ) indicated it has not impacted their ability to make connections at USF, and 40% ( $n = 2$ ) indicated that working off-campus has maybe impacted their ability to make connections at USF.

### Friends

Participants indicated whether or not they have found a friend group at USF they feel comfortable with using the following response options: *Yes*; *No*; and *Kind of*.

- The highest proportion of participants (55%,  $n = 6$ ) indicated they have found a friend group at USF they feel comfortable with.

The following figure details the proportion of participants who selected each response option.

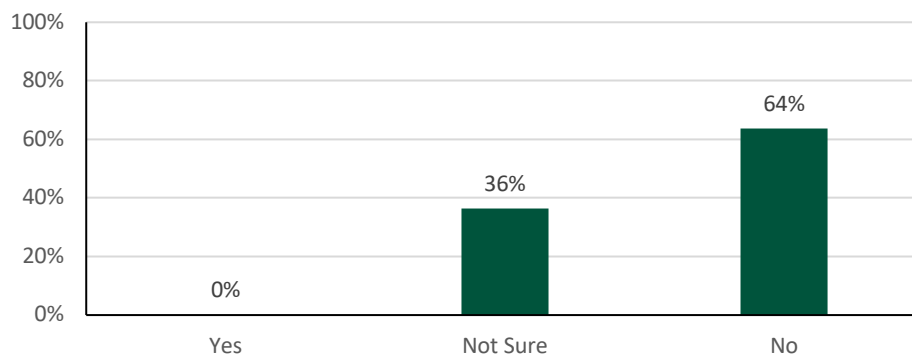


## INTENT TO STOP ATTENDING

Participants indicated whether or not they intend to stop attending USF in the future using the following response options: *Yes*; *No*; and *Not sure*.

- The highest proportion (64%,  $n = 7$ ) do not intend to stop attending USF in the future.

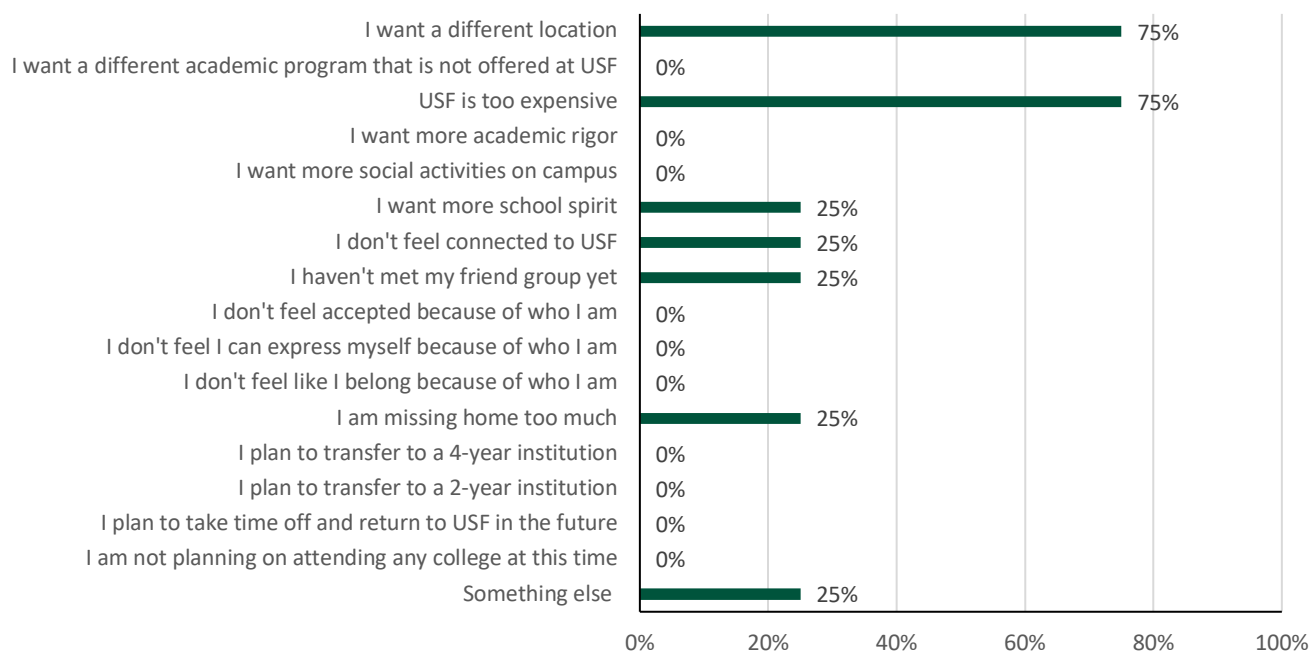
The following figure details the proportion of participants who selected each response option.



### Reasons for Leaving USF

Those who indicated they intend to leave USF in the future or were unsure if they would leave USF in the future were asked to indicate the reasons why they would leave USF using the following response options: *I want a different location; I want a different academic program that is not offered at USF; USF is too expensive; I want more academic rigor; I want more social activities; I want more school spirit; I don't feel connected to USF; I haven't met my friend group yet; I don't feel accepted because of who I am; I don't feel I can express myself because of who I am; I don't feel like I belong because of who I am; I am missing home too much; I plan to transfer to a 4-year institution; I plan to transfer to a 2-year institution; I plan to take time off and return to USF in the future; I am not planning on attending any college at this time; and Something else.*

- Of the 4 participants who indicated they are not sure if they intend to stop attending USF in the future, the highest proportion (75%,  $n = 3$ ) indicated they would leave because they want a different location and because USF is too expensive.



### Why a different location

Participants who indicated they would leave USF because they want a different location indicated why they want a different location using the following response options: *I don't like living in a big city; I don't like living in San Francisco; Cost of living in San Francisco is too high; I want to be closer to my home; Commute is too far; and Other.*

- Of the 3 participants who indicated they would leave USF because they want a different location, the highest proportion (67%,  $n = 2$ ), indicated they want a different location because they cost of living in San Francisco is too high and also selected other.

### Financial issues

Participants who indicated they would leave USF because USF is too expensive further indicated what, specifically, is difficult using the following response options: *Gap between what scholarships, loans, and grants pay vs. what I pay out-of-pocket; My family income situation has changed; I decided I don't want to pay back so many loans; The cost of living in San Francisco is too high; Meal plan costs are too high; and something else.*

- Of the 3 participants who indicated they would leave USF because USF is too expensive, the highest proportion (67%,  $n = 2$ ) indicated financial issues are a concern for them because their family income situation has changed.
- When then asked if they had contacted financial aid to discuss their concerns, only 1 of the 3 participants (33%) indicated they had.